

## When is the centre open?

### Urgent Care hours:

Seven days a week 9:00 a.m. to 8:00 p.m.  
(Including statutory holidays)

### Please note:

We do not have these services on-site:

- x-ray, ultrasound, medical imaging, or CT scanning
- laboratory services

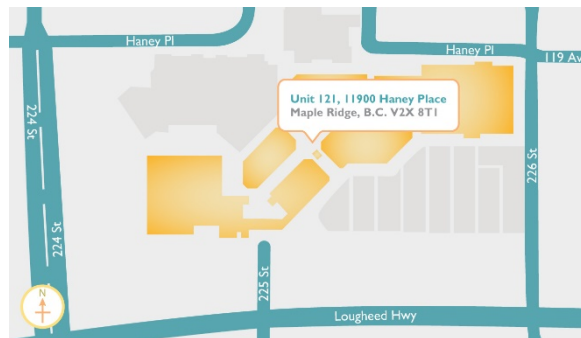
We do not have narcotics (opioids) onsite.

We will not give prescriptions for narcotics or tranquilizers (benzodiazepines).

## Where to find us:

We are located in the Ridge Meadows  
Wellness Centre

**Unit 121-11900 Haney Place  
Maple Ridge, B.C. V2X 8R9  
604-476-4650**



Expect us to treat you and your family  
with compassion, dignity, and respect,  
without discriminating in any way.



# Ridge Meadows Urgent Care

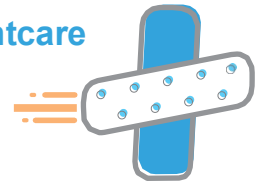
at Ridge Meadows Wellness Centre

**Open 9:00 a.m. to 8:00 p.m.**

**7 days a week**

**604-476-4650**

**For more information online**  
[fraserhealth.ca/urgentcare](https://fraserhealth.ca/urgentcare)



[www.fraserhealth.ca](https://www.fraserhealth.ca)

This information does not replace the advice given to you  
by your healthcare provider.

Catalogue #266313 (March 2024)  
To order: [patienteduc@fraserhealth.ca](mailto:patienteduc@fraserhealth.ca)

# What is the difference?

## Urgent Care is for people who:

- Have an urgent medical concern that requires care within 12 to 24 hours and are unable to see their family doctor, nurse practitioner or local walk-in clinic.
- **Urgent Care** is not intended to replace family doctors and nurse practitioners as a person's first point of contact for health concerns, or replace Emergency Departments for life-threatening illnesses or injuries.

## Examples of when to use Urgent Care

- cuts, wounds, or burns
- infections such as chest, ear, bladder, and sexually transmitted infections
- shingles
- animal bites
- new nausea, vomiting, diarrhea
- tetanus shots
- suture and staple removal

## Emergency Department is for people who:

- are experiencing a health crisis or have a serious illness or injury
- need medical care right away

## Examples of when to go to an Emergency Department:

- chest pain
- trouble breathing or short of breath
- any kind of bleeding that does not stop
- suspected stroke
- overdose or poisoning
- mental health crisis
- broken bones / dislocated joints

## UPCC care teams may include:

- Doctors and nurse practitioners
- Nurses
- Clinical counsellors
- Social workers
- Medical office assistants

## Do I need an appointment?

Patients are encouraged to call or come in person for an initial assessment with a registered nurse. **We decide who to see based on the urgency of care they require.**

A member of the care team might work with you to address your care needs, or they might connect you to the right local services and supports.

## Not sure where to go?

### Call Fraser Health Virtual Care

**1-800-314-0999**

- Speak with a nurse from 10:00 a.m. to 10:00 p.m., 7 days a week

### Call 8-1-1

- Speak with a nurse anytime of the day or night.
- Speak with a pharmacist from 5:00 p.m. to 9:00 a.m. every night of the week. HealthLinkBC is available in 130 languages. For an interpreter, say your language in English. Wait until an interpreter comes on the phone.

### Call the Urgent and Primary Care Centre

**604-476-4650**

- 9:00 a.m. to 8:00 p.m., 7 days a week